

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES**  
**2021 Scope of Services**

**SECTION A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Drop-In Center/Outreach

**Program Name:**

Program Name in HMIS	Unique Service Point HMIS ID
1.	
2.	
3.	
4.	
5.	

**Please indicate the type of program:**

- ☐ **Drop-In Center**
- ☐ **Adult Drop In Center**
  - ☐ **Youth Drop In Center**

☐ **Outreach**

**Administrative Office Site Address & Ward:**

\_\_\_\_\_/Ward \_\_\_\_\_

**Listing of Program Sites:**

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

\*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:

**Term of Budget:** January 1, 2021 through December 31, 2021

**Total Program Amount:** \$ \_\_\_\_\_

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<b>P.O. Number</b>	<b>Award Amount (\$)</b>	<b>Contract Type/Funding Source</b>
1.		
2.		
3.		
4.		
5.		
6.		

**AGENCY CONTACT PERSON FOR THIS CONTRACT:**

**Executive Director**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

**Program Director**

**Name:**

**Phone Number:** ext.

**Fax number:**

**E-Mail:**

**Fiscal Contact**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

**Reporting Contact**

**Name:**

**Phone Number:** ext.

**Fax Number:**

**E-Mail:**

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**BASIC PROGRAM OPERATION PER SITE ADDRESS**

**DAYS OF OPERATIONS**

*Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.*

Site #	24/7 (check if so)	SUN (from-to)	MON (from-to)	TUES (from-to)	WED (from-to)	THU (from-to)	FRI (from-to)	SAT (from-to)
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

<b>SUBPOPULATIONS SERVED</b> (CHECK ALL THAT APPLY)	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

**Base the # of Clients and Households served on the contracted amount before COVID**

**NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. Please consult service data from previous years in making projections. For Street Outreach: Please make sure your projections take into consideration the impact housing navigation will have on your outreach projects presence on the street and the number of encounters with clients.*

Site # 1	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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Site # 2	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 3	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 4	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

**Are you serving less clients and households due to COVID? If yes, please complete the chart below. If no, please leave this chart blank**

**NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. For Street Outreach: Please make sure your projections take into consideration the impact housing navigation will have on your outreach projects presence on the street and the number of encounters with clients.*

Site # 1	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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Site # 2	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 3	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 4	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

**ADDITIONAL INFORMATION**

[ADA](#) compliant

[Section 504 Policies](#) ensuring accessibility for persons with disabilities

Site #	Program Name	ADA Compliant Yes or No	Section 504 Yes or No
1.	.	.	
2.	.	.	
3.	.		
4.	.		
5.	.		

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**DESCRIPTION OF PROGRAM AND ACTIVITIES – ALL PROGRAMS**

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). **If you had to decompress due to COVID please explain how that impacted the operation of your program.**

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### SECTION B – PROGRAM GOALS AND CORE ELEMENTS

#### DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

#### Program Goals

The goal of these programs is to direct and coordinate activities that develop relationships between outreach staff and street homeless, resulting in an increased number of individuals who are assessed, accept services, and successfully moved to stable housing. DFSS seeks services that will engage individuals experiencing homelessness who are living on the street and who might not seek out services, with the goal of moving to more stable or permanent housing and necessary supports.

#### Target Population

The target population is individuals experiencing homelessness who are living on the street and who might not seek out services. Programs may also specialize in serving the following groups:

- Youth ages 12 to 24, living on the street, precariously housed, or “couch surfing (meaning they are securing housing on a night-by-night basis, with no secure place to stay on a regular basis)
- Individuals in specific geographic areas (i.e. CTA, O’Hare Airport, etc.)

#### Core Elements

##### *Engagement*

Outreach programs are intended to identify, engage, and support individuals who are experiencing homelessness but who might not otherwise seek out services. To do so, outreach programs must develop trust with the target population to engage them in formal, coordinated services that will culminate in a permanent housing placement or more stable housing. Such outreach can be street-based or based in other public spaces (i.e. meet the individual where they are) or facility-based (i.e. provide safe daytime spaces that meet the needs of households experiencing homelessness, such as laundry, showers, resting space, personal storage, and child-friendly space). Once individuals are engaged, their needs must be assessed to ensure they are connected to person-centered services that meet them where they are, both in terms of their level of need and geography. Core components/best practices of engagement include:

- Develop trust in order to engage individual or family into case management.
- Assessment of household for physical, psychological, and housing needs.
- Benefits screening and linkage to mainstream resources.

##### *Supportive Services*

Based on assessments, agencies should provide, or assist individuals in accessing, the assistance they need. The goal is to develop trust and provide individuals with the support they need to navigate processes and systems that are often complex so that individuals successfully engage in formal services that support their movement to permanent housing. Providers should dedicate adequate resources to ensure staff can walk with participants through referral processes as needed, including

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follow up to confirm successful connections and to ensure participants are receiving appropriate services. Core components/best practices of supportive services include:

- Provision of, or linkages to community-based case management and referrals to, needed services (basic healthcare, mental health, and substance use disorder treatment services).
- Participants and staff are trained in conflict mediation, crisis intervention, violence prevention and intervention, and community accountability approaches to preventing, interrupting, and transforming violence to promote long-term engagement.
- Capacity to appropriately serve people experiencing mental illness, chronic health issues, or substance abuse. These populations face unique barriers to successful housing and may require the provision of, or access to, special services such as medical care, substance abuse, and/or mental health treatment that may be addressed by specialized, disability-specific teams.
- Crisis intervention services (e.g. mediation, de-escalation).

#### *Connection to Housing*

To ultimately move individuals to more stable or permanent housing, providers must have the ability to assess individuals for the Coordinated Entry System – the CoC's gateway into available housing resources and options – and help successfully transition individuals into housing by collaborating with them through the steps of the housing process. Core components/best practices of connecting individuals into housing include:

- Complete the Coordinated Entry System (CES) assessment with participants in geographic area and those assigned through CES.
- Assist participants matched through CES in connecting with housing providers including support documentation, appointment follow through, and a warm hand off to the housing provider.



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### SECTION C – PERFORMANCE MEASUREMENT

#### Overview

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

#### Performance Indicators

To track progress toward achieving our goals outlined in Section B and assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

Program Model	Subpopulation	Target
Drop-In Center	General	50% of participants will engage in case management
		40% of enrolled participants move to more stable housing (family, friends, longer term shelter/housing programs or permanent housing)
		20% engaged in case management will exit to permanent housing
	Youth	80% of participants will receive a comprehensive assessment and engage in services
		25% of participants will engage in services to move to more stable housing
		50% of participants will participate in leadership development and community building activities
Outreach	General	50% of participants will engage in case management
		75% of participants receiving case management will connect to support systems
		45% of enrolled participants will move to more stable housing (family, friends, longer term shelter/housing programs or permanent housing)
	Youth	50% of participants will engage in case management
		75% of participants receiving case management will connect to support systems
		15% of participants will move to more stable housing (family, friends, longer term shelter/housing programs or permanent housing)

To track progress toward achieving the program's goal of connecting individuals with more stable or permanent housing and necessary supports, DFSS seeks proposals that establish performance metrics that inform the management of contract programs and help DFSS understand when Agencies achieve success with participants. DFSS will monitor a set of performance indicators that may include, but are not limited to:

- Percentage and number of encounters resulting in completed CES assessments.
- Percentage and number of enrolled participants engaged with case management services.
- Percentage and number of enrolled participants who exit to more stable housing (family, friends, longer-term shelter/housing programs, or permanent housing).

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The DFSS Homeless Services Division will work with the delegate community to further develop this measurement framework to ensure appropriate metrics are tracked for specific programs and sub-populations. DFSS is especially interested in monitoring trends in performance over time, with the goal of continuous improvement against these metrics.

DFSS will also continue to seek alignment with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded programs. Depending on funding stream, outcomes in addition to the program models targets will be included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards.

#### Data Reporting

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.
- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

#### Meetings

Regular reviews of and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

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At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates.

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

### **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

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### SECTION D – REQUIREMENTS

#### Program Requirements

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Protect clients and reduce the spread of COVID-19 through implementation of CDPH guidance, e.g., maintaining social distance in all areas including sleeping and eating, conducting regular health screeners, designating and using isolation space as needed, and working with medical partners to coordinate testing and support as needed. Latest guidance can be found at: <https://www.chicago.gov/city/en/sites/covid-19/home/latest-guidance.html>

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential Elements for the appropriate program model, see <https://allchicago.org/sites/allchicago.org/files/Program%20Model%20Chart%20New%20with%20Indicators.pdf>.

Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

#### Additional and Priority DFSS Requirements for All Programs

Shall not discriminate on the basis of race, religion, national origin, sexual orientation, disability, or family composition.

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

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- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.
- **Participation in system activities:**
  - Assist DFSS in responding to extreme weather emergencies.
  - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
  - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%
- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

#### DFSS Requirements for Outreach and Engagement Programs

Accept and work with referrals made by the Coordinated Entry lead partners of (1) participants who need to be assessed for housing within your geographic footprint as well as (2) those matched to housing from the Coordinated Entry System to provide navigation supports such as assisting in obtaining documentation necessary for housing eligibility determination (i.e. disability documentation, chronic homelessness documentation, identification).

- Enter participants into HMIS projects within two business days and follow HMIS protocols related to exiting participants.
- Attend outreach coordination meetings and provide information within two business days when requested by the CES Outreach Coordination Lead.
- All outreach teams must include Skilled Assessors and a plan for how to connect all program participants to a Skilled Assessor.
- Accept referrals from the CES Outreach Coordination Lead when capacity allows for participants who meet the outreach program's eligibility criteria for assessment or housing navigation purposes.

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**SECTION E – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

- ☐ By checking this box your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL:**

a) Applicant signature <b>Original must be signed in blue ink</b>	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature:	
e) Name (typed):	
f) Date approved	

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### Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

#### U.S. Department of Housing and Urban Development (HUD)

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

#### U.S. Department of Health and Human Services (HHS)

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

#### Illinois Department of Human Services (IDHS)

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual  
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>